



Class Title	Automotive Service Coordinator
Position Number	226
Department	General Services
Division	Fleet and Equipment
Supervised By	Fleet and Equipment Administrator

Nature of Work:

Performs skilled craft work overseeing daily operations of the department including scheduling, maintaining reports and work orders, and inspecting vehicles as needed. Exercises considerable initiative and independent judgment in completing assigned duties to ensure the safety and operability of vehicles/equipment.

Primary Duties:

- Coordinates and schedules repairs to ensure proper work load. Maintains work schedule on automated calendar. Creates work orders in an automated system. Adjusts technician times as needed. Generates reports as needed to ensure scheduled maintenance compliance.
- Coordinates all aspects of sublet/contracted maintenance and repair work to include accident repairs. Ensures proper accountability of charges and payments.
- Assists in the preparation of new/replacement vehicles and equipment specification and purchase. Inspects new vehicles and equipment for conformity to specifications.
- Coordinates training to meet department needs and conducts training as required.
- Coordinates the surplus of vehicles and equipment for auction.
- Writes specifications and orders new shop equipment, coordinates equipment repairs, ensures diagnostic tools and software are up to date and identify building maintenance needs.
- Performs skilled automotive repair and maintenance work as necessary and as time allows.
- Performs other duties as assigned.

Job Preparation Needed:

- Requires Valid VA Driver's License and acceptable driving record based on James City County guidelines.
- Thorough knowledge of the automotive service and repair trade. Skilled in the repair and maintenance of vehicles/equipment.
- Considerable knowledge of purchasing policies and procedures relating to the acquisition of services and equipment.
- Ability to establish and maintain effective working relationships with County employees, suppliers, and vendors.
- Ability to organize, operate, and maintain Service Dispatch System to ensure customer satisfaction and maximize use of time.
- Knowledge of computer-based operating systems used in the automotive fleet industry.
- Ability to plan and conduct job related training.
- Ability to perform computer data entry to account for repair time spent and flat rates charged.
- Provides own hand tools.
- High school diploma or equivalent; extensive related experience in the automotive service industry to include customer service, coordinating and maintenance and repair; or, any equivalent combination of acceptable education and experience providing the knowledge, skills, and abilities cited above.
- May be required to obtain a Valid VA Class A Commercial Driver's License, and/or valid Virginia State Inspector license, and/or A/C recovery certification within 12 months of hire, based on department needs.

Post-Offer Requirements:

- Physical
- Driving record check
- Drug screening
- Criminal history/Sex offender check

Introductory period: 6 months

Post-Hire Requirements:

- Must maintain all certifications and licenses.
- Random drug screening.
- Periodic driving record check.



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Job Location and Conditions:

- Performs work safely in accordance with County safety policy and procedures and specific departmental safety procedures.
- Operates equipment safely and in accordance with training, wears appropriate personal protective equipment, and reports any unsafe work conditions or practices to supervisor.
- May be required to report to work to serve customers during emergency conditions; considered essential personnel.
- Duties are performed at a garage, typically indoors.

General Aptitudes and Physical Requirements:

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needs to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

Mental Abilities:

- Must have ability to reason and make judgments, to understand and follow oral instruction, to understand and follow written instruction, to guide and/or give instructions, and to make decisions in accordance with established procedures and policies.

Verbal Abilities:

- Speaking/Talking: Must have ability to answer telephone, radio or switchboard; communicate with County officials, communicate with general public, communicate with vendors, communicate with supervisors and/or with other employees.
- Hearing/Listening: Must have ability to distinguish between different tones; communicate with County officials, public, vendors, supervisors, and/or other employees.
- Reading (ability to read and understand text): Must have ability to read.

Numerical:

- Must have ability to mentally perform accurate two digit calculations; ability to perform accurate calculations aided by a calculator, adding machine, or measurement device.

Spatial Abilities:

- Must have ability to comprehend forms in space and understand relationships of plane and solid objects. Frequently described as the ability to "visualize" objects of two or three dimensions, or to think visually of geometric forms.

Manual Dexterity:

- Must have ability to use telephone, use radio/console, use calculator, use copy machines, use fax machine, use hand tools, use power tools, and manipulate computer keyboard and mouse.

Finger Dexterity:

- Must have ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. Example: Small component repair, soldering, tightening, assembling, etc.

Physical Demands:

- Strength: Must have ability to occasionally lift, push/pull, and hold/carry 50+ lbs. Must have ability to manipulate materials and/or equipment from: ground to waist, waist level, waist to shoulder, and above shoulder.
- Climbing: Must have ability to climb step stool, 8-10 foot step ladder, and 3-4 steps.
- Standing, sitting, walking, running: Must have ability to: continuously (7-9 hours/day) stand, continuously (7-9 hours/day) walk, occasionally (0-1 hours/day) sits. Running is not an essential function of the job. Must be able to walk over flat and rough terrain.
- Stooping, kneeling, crouching, and/or crawling: Must have ability to bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees 50+ times per day.
- Reaching, handling, fingering, and/or feeling: Must have ability to stretch out, extend, or put forth a bodily part; to touch or grasp something, by extending or stretching; to touch, lift, hold or operate with hands 50+ times per day.
- Seeing: Must have ability for depth perception, color perception, focus, night vision, and peripheral vision.

Driving:

- Must have ability to drive standard, automatic, multi-gear transmission: car, van, small/medium/large truck, truck w/equipment, heavy bus equipment.